

Franke

Espresso based coffee machine

Model FM800 1P 2M H (1 Step)

Daily maintenance tasks

BE 65 D1 Daily cleaning

Weekly maintenance tasks

BE 65 W1 Weekly cleaning

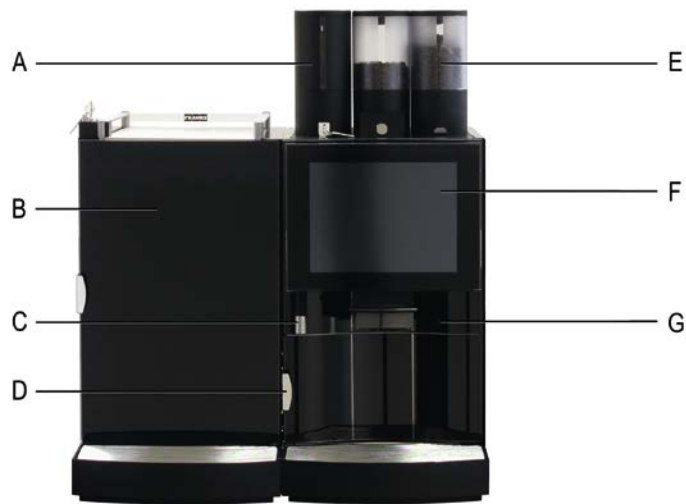
Monthly maintenance tasks

BE 65 M1 Monthly quality check

Semi-annual maintenance tasks (or every 40,000 cups)

BE 65 S1-T Technician Service

Model FM800 1P 2M H



A. Powder Container, B. Refrigerator, C. Hot water outlet, D. Coffee grounds door, E. Coffee bean hoppers, F. Operating Panel, G. Outlet

Hazards





These icons alert you to a possible risk of personal injury.

Equipment alerts

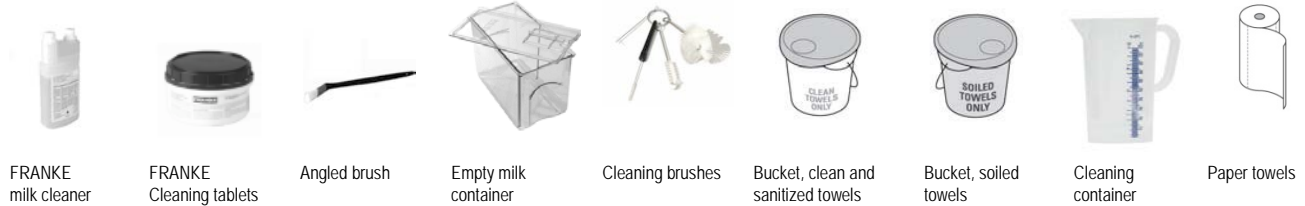
Look for this icon to find information about how to avoid damaging the equipment while doing a procedure.

Tips

Look for this icon to find helpful tips about how to do a procedure.

Why	Every coffee machine must be cleaned at least once a day to ensure high-quality flavor. If the machine is not cleaned regularly, milk and coffee residue may accumulate in the machine, clog the outlets or find its way into drinks.	
Time required	5 minutes to prepare.	Approx. 20 minutes to complete.
Time of day	At close.	For 24-hour restaurants: During low-volume periods.
Hazard icons	 Hot Surfaces  Hot Liquids/Steam  Chemicals  Sharp Objects/Surfaces	

Tools and supplies

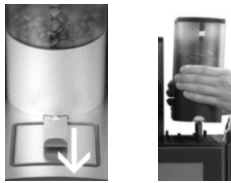


Procedure

- 1 Remove the bean hoppers.**
Unlock every bean hopper with the safety slider. Then lift the bean hopper straight up.



Sharp Objects/Surfaces
Be careful with sharp edges on the safety slider on the bottom side of the bean container.



- 2 Clean the bean hoppers.**
Remove the hopper lid. Empty beans from hopper. Clean hopper with a dry paper towel.



- 3 Remove powder container.**
Slide powder container towards front side of the machine. Then lift the powder container straight up.



Please note: The chocolate function is optional. Your Country may not use chocolate.

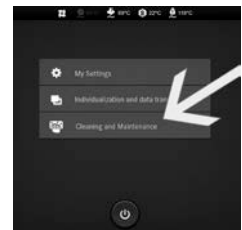
- 4 Clean powder container**
Decant chocolate powder into approved container. Clean hopper with a dry paper towel.



- 5 Enter maintenance level.**
To enter the maintenance level, touch the Franke company logo top left on the screen. Type the PIN-Code (1111).



- 6 Enter cleaning program.**
Choose **CLEANING** and **MAINTENANCE**.



continued ►

Daily Cleaning (continued)

- 7 Start cleaning program.**
Choose **CLEAN** the **COFFEE MACHINE** and confirm with **YES**.

The Outlet runs down during cleaning.

Do not put any container on the drip grid during cleaning.



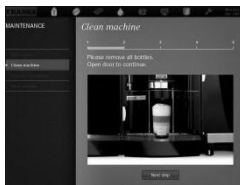
Hot Liquids/Steam

During the cleaning hot water and hot steam escapes from the machine. Do not touch the dispensers or outlets.

- 8 Run cleaning program.**
Follow the step-by-step-instructions on the screen. When you have completed a described step, press **NEXT**.



If you need more information, touch the icon ⓘ.



- 9 Clean milk container while the cleaning program runs.**
Wash, rinse and sanitize the milk container in the 3-compartment sink.



- 10 Complete automatic cleaning procedure.**
The automatic cleaning procedure is complete. The outlet moves up.

- 11 Wipe machine.**
Clean the exterior of the machine with a sanitizer soaked towel. Clean the drip tray and the drip tray grill.



Equipment Alert

Do not use scouring agents which might damage the machine.

- 12 Reinstall bean hopper.**
Place the bean hopper and lock it with the safety slider. If machine will be in use after cleaning fill it with fresh beans.



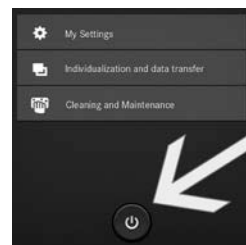
- 13 Reinstall powder container**
Make sure the container is absolutely dry. Use a clean paper towel to remove any residual moisture. Reinstall the container.



If machine will be in use after cleaning fill it with fresh choco powder.

- 14 Switch off equipment or prepare machine for operation.**
If restaurant is **closing**: Go to **step 15**.
If restaurant is **open 24 h**: Go to **step 16**.

- 15 Switch off equipment if restaurant is closing.**
Switch off refrigerator. Clean inside fridge and door seal. Enter Maintenance Level as shown in step 5. To change to the energy saving mode, touch the power-button.

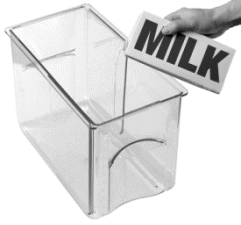


- 16 Prepare machine for operation if restaurant is open 24 h.**

continued ►

Daily Cleaning (continued)

- 17** Insert milk container.
Fill the container with fresh, cold milk if the restaurant is open. Insert the container in the refrigerator. Insert the tubes. Close the refrigerator door.



★ **Tip**

The quality of the milk may be impaired! Only use pre-cooled milk. Only touch the intake hose after sanitizing your hands, or wear disposable gloves.

- 18** Prime milk
Enter Maintenance Level as shown in step 5.
Choose PREPARE MILK SYSTEM.
Touch STARTING.
Confirm with YES
Follow the instructions on the screen.
Touch the Franke company logo to return to the operating level.

Why	If the machine is not cleaned regularly, milk and coffee residue may accumulate in the machine, clog the outlets or find its way into drinks.	
Time required	5 minutes to prepare.	Approx. 25 minutes to complete.
Time of day	At close.	For 24-hour restaurants: During low-volume periods.

Hazard icons



Hot Surfaces

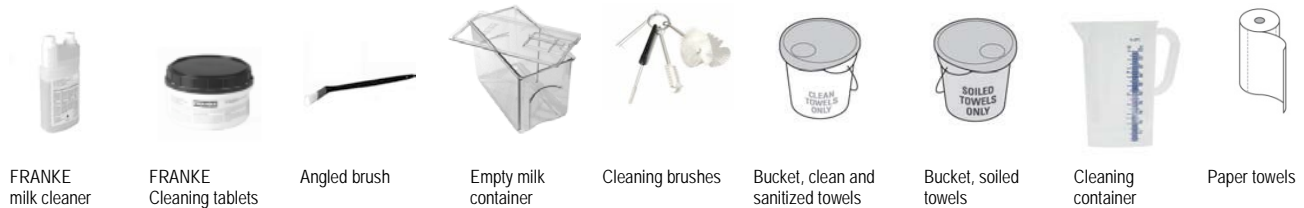


Hot Liquids/Steam



Chemicals

Tools and supplies

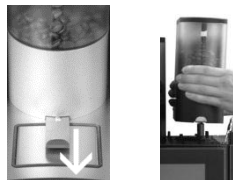


Procedure

- 1 Remove the bean hoppers. Unlock every bean hopper with the safety slider. Then lift the bean hopper straight up.

**Sharp Objects/Surfaces**

Be careful with sharp edges on the safety slider on the bottom side of the bean container.



- 2 Clean the bean hoppers. Remove the hopper lid. Empty beans from hoppers. Clean hoppers with a dry paper towel.



- 3 Remove powder container. Slide powder container towards front side of the machine. Then lift the powder container straight up.



Please note: The chocolate function is optional. Your Country may not use chocolate.

- 4 Clean powder container. Decant chocolate powder into approved container. Clean hopper with a dry paper towel.



- 5 Disassemble hot water outlet. Unscrew the beam controller by turning the end counter-clockwise.

**Hot Surfaces**

The hot water outlet may be extremely hot.



- 6 Wash and rinse beam controller. Brush clean and rinse all parts to remove any lime build up. Allow to air dry.



continued ►

Weekly Cleaning (continued)

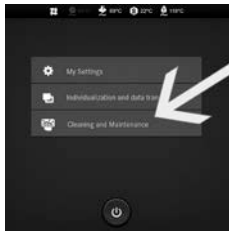
- 7 Reassemble hot water outlet.
Screw the beam controller back into the hot water outlet.



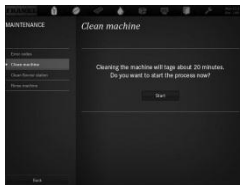
- 8 Enter maintenance level.
To enter the maintenance level, touch the Franke company logo top left on the screen.
Type the PIN-Code (1111).



- 9 Enter cleaning program.
Choose CLEANING and MAINTENANCE.



- 10 Start cleaning program.
Choose CLEAN the COFFEE MACHINE and confirm with YES.
The Outlet runs down during cleaning.
Do not put any container on the drip grid during cleaning.



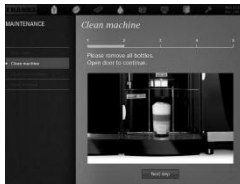
Hot Liquids/Steam

During the cleaning hot water and hot steam escapes from the machine. Do not touch the dispensers or outlets.

- 11 Run cleaning program.
Follow the step-by-step-instructions on the screen.
When you have completed a described step, press NEXT.



If you need more information, touch the icon ⓘ.



- 12 Clean milk container while the cleaning program runs.
Wash, rinse and sanitize the milk container in the 3-compartment sink.



- 13 Complete automatic cleaning procedure.
The automatic cleaning procedure is complete. The dispenser system moves up.

- 14 Wipe machine.
Clean the exterior of the machine with a sanitizer soaked towel.
Clean the drip tray and the drip tray grill.



Equipment Alert

Do not use scouring agents which might damage the machine.

- 15 Reinstall bean hopper.
Place the bean hopper and lock it with the safety slider.
If machine will be in use after cleaning fill it with fresh beans.



- 16 Reinstall powder container
Make sure the container is absolutely dry. Use a clean paper towel to remove any residual moisture. Reinstall the container.



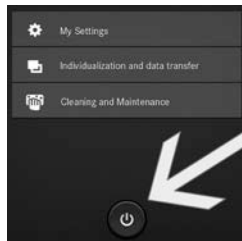
If machine will be in use after cleaning fill it with fresh choco powder.

- 17 Switch off equipment or prepare machine for operation.
If restaurant is **closing**: Go to **step 18**.
If restaurant is **open 24 h**: Go to **step 19**.

continued ►

Weekly Cleaning (continued)

- 18** Switch off equipment if restaurant is closing.
Switch off refrigerator.
Clean inside fridge and door seal.
Enter Maintenance Level as shown in step 5.
To change to the energy saving mode, touch the power-button.



- 19** Prepare machine for operation if restaurant is open 24 h.

- 20** Insert milk container.
Fill the container with fresh, cold milk if the restaurant is open. Insert the container in the refrigerator. Insert the tubes. Close the refrigerator door.



★ Tip

The quality of the milk may be impaired! Only use pre-cooled milk. Only touch the intake hose after sanitizing your hands, or wear disposable gloves.

- 21** Prime milk
Enter Maintenance Level as shown in step 5.
Choose PREPARE MILK SYSTEM.
Touch STARTING.
Confirm with YES
Follow the instructions on the screen.
Touch the Franke company logo to return to the operating level.

Why	To ensure gold standard espresso based coffee	
Time required	2 minutes to prepare	20 minutes to complete
Time of day	At start up or after a cleaning cycle	For 24-hour restaurants: during low-volume periods at night

Hazard icons



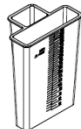
Tools and supplies



Pyrometer with liquid probe



Stop watch



Coffee Separation/Volume Cup



Pocket Quality Reference Guide

Procedure

- 1 Prepare machine for check. Machine should be at operating temperature after a cleaning cycle. Make sure there are fresh coffee beans in the hopper. Check milk is within its use thru date and at a temperature of 34–39 °F (1–4 °C).



- 2 Check hot water quality. Dispense one cup of hot water. Visually check hot water quality. If water is not clear, there are floating particles, or it has an off taste or smell, then check water filtration. Refer to beverage system manual for troubleshooting.


Hot Liquids/Steam
Hot water

- 3 Measure hot water temperature. Dispense another cup of hot water. Measure the temperature using the pyrometer. Hot water temperature should be 196–205 °F (91–96 °C).


Hot Liquids/Steam
Hot water

- 4 Check coffee temperature. Dispense one regular latte and discard. Dispense a second latte. Insert pyrometer probe in centre of the coffee 1 cm from the bottom and stir for 2 seconds. Take temperature reading.


Hot Liquids/Steam
Hot coffee

Coffee temperature should be 149–167 °F (65– 75 °C). If temperature is incorrect, repeat this step two times. If temperature is still incorrect, please consult the user manual troubleshooting guide.

- 5 Dispense espresso sample. Place coffee separation cup under the dispensing nozzle so that milk will dispense into the larger side and coffee will dispense into the smaller side. Dispense one small latte into the separation cup.


Hot Liquids/Steam
Hot coffee and milk

continued ►

Monthly quality check (continued)

6 Check espresso quality and volume.

Once beverage has been dispensed, place separation cup on a level surface. Start the stopwatch to time how long crema holds. Read the espresso volume at eye level. Compare volume to market recommendation in your Pocket Quality Reference Guide.

Measure the crema, it should be 3–5 ml in thickness. After 90 seconds check the crema is still solid and has not dissipated.

If the espresso does not meet any of these quality standards repeat this step. If it is still incorrect troubleshoot using the Equipment Manual.



7 Check dispense time.

Place small takeaway cup under outlet. Start the stopwatch at the same time as you press the dispense button for a small latte. When the beverage has finished dispensing stop the stopwatch. Compare finished beverage volume to market recommendation in your Pocket Quality Reference Guide. Check the beverage has filled to the rim of the cup.



Hot Liquids/Steam
Hot coffee

If dispense time or fill level does not meet standards repeat this step. If it is still incorrect troubleshoot using the Equipment Manual or call for service.

8 Check beverage quality.

Taste test and visually inspect the latte you just dispensed. Compare the beverage to the Gold Standard specialty coffee.

If it does not meet standards repeat this step. If it is still incorrect, please consult the user manual troubleshooting guide.



9 Check bean hopper condition.






Bean hopper must have no damage. Ensure the lids are in place. If lids are missing order them from your coffee supplier.



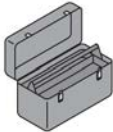
10 Check the milk storage module.

Check the milk storage module temperature on the digital display is 34–39 °F (1–4 °C). Module must be clean and free from build up inside the cabinet and around doors seals and hinges. Clean if required.



Why	To ensure the machine is producing gold standard quality coffee.	
Time required	1.5 up to 6.5 hours to complete	
Time of day	During a low volume period	For 24-hour restaurants: During a low volume period
Hazard icons	 Chemicals  Electricity  Hot Liquids/Steam  Hot Surfaces  Moving Parts	

Tools and supplies



Tools supplied by technician

Procedure

QUALIFIED TECHNICIANS ONLY



Tip
Keep in mind that the specific maintenance tasks may be different. The maintenance tasks are defined by the overall condition of the machine and the daily maintenance tasks done by the operators. Please refer to the PM scope of works as per the manual.

- 1 **Check the boiler system**
The technician will check the boilers. This will be a visual inspection. If required, the technician will clean or change specific parts according to the Franke preventive maintenance plan.
- 2 **Check the brewing group**
The technician will check the brewing group. He will focus on the brewing unit and the outlet piston. If required, he will clean or adjust parts. After 180000 cycles the brewing unit will be replaced.
- 3 **Check the water flow valves**
The water flow valves will be checked and worn parts will be replaced. This will be done as well, if required, with the cold water block and the hot water block, the brew valve and the by-pass valve.
- 4 **Check the grinder**
The grinder blades will be checked and replaced if required.
- 5 **Check the milk system**
All worn parts of the milk system will be cleaned and replaced, if required.
- 6 **Check the outlet**
The outlet and the hoses will be checked, cleaned and replaced if required.